

PAGE JUSTICE COURT STAFF WANT YOUR FEEDBACK!!!

Your input is important to us and provides us with an opportunity to improve the quality of our service. Please respond to the following questions and let us know how we are doing. Once you have completed the survey, please return it to us at the following address: Attn: Deputy Court Administrator, Coconino County Courthouse, 200 N. San Francisco, Flagstaff, AZ 86001. Your input is both valued and appreciated!

1. What service(s) were you looking for when you contacted the Justice Court?

- | | | |
|--|---|---|
| <input type="checkbox"/> Civil case services | <input type="checkbox"/> Traffic case services | <input type="checkbox"/> Criminal case services |
| <input type="checkbox"/> Small Claims services | <input type="checkbox"/> Forcible Detainer services | <input type="checkbox"/> Records Search |
| <input type="checkbox"/> Fine Payment services | <input type="checkbox"/> Protective Order services | <input type="checkbox"/> Other: _____ |

2. How knowledgeable was the court clerk you spoke with?

Extremely Knowledgeable	Reasonably Knowledgeable	Knowledgeable	Not Very Knowledgeable	Not Knowledgeable
5	4	3	2	1

3. How promptly did we respond to your request for services?

Very Prompt	Reasonably Prompt	Prompt	Not Very Prompt	Not Prompt
5	4	3	2	1

4. How long did you have to wait before a court clerk was available to serve you?

- | | | | |
|--------------------------------------|---|--|---|
| <input type="checkbox"/> No Wait | <input type="checkbox"/> 1 to 5 Minutes | <input type="checkbox"/> 6 to 10 Minutes | <input type="checkbox"/> 11 to 15 Minutes |
| <input type="checkbox"/> 16+ Minutes | <input type="checkbox"/> Other: _____ | | |

5. How courteous were we?

Extremely Courteous	Reasonably Courteous	Courteous	Not Very Courteous	Extremely Rude
5	4	3	2	1

6. Did you feel you received the services you wanted from the Justice Court?

- ☐ Yes ☐ No ☐ Not Sure

7. Overall, how satisfied were you with the quality of service provided in the Justice Court?

Extremely Satisfied	Reasonably Satisfied	Satisfied	Not Very Satisfied	Extremely Dissatisfied
5	4	3	2	1

8. Additional Suggestions or Comments?

9. Let us know if a particularly exceptional clerk served you: (Clerk's Name) _____